## 10/521507

#### (12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

### (19) World Intellectual Property Organization

International Bureau



# Rec'd PST/PTO 18 JAN 2005

(43) International Publication Date 29 January 2004 (29.01.2004)

**PCT** 

## (10) International Publication Number WO 2004/010593 A2

(51) International Patent Classification<sup>7</sup>:

H04B

(21) International Application Number:

PCT/US2003/023642

(22) International Filing Date:

18 July 2003 (18.07.2003)

(25) Filing Language:

English

(26) Publication Language:

English

(30) Priority Data: 60/397,402

19 July 2002 (19.07.2002) US

(71) Applicant (for all designated States except US): M-QUBE, INC. [US/US]; 360 Newbury Street, 7th Floor, Boston, MA 02115 (US).

(72) Inventors; and

(75) Inventors/Applicants (for US only): HEWES, Gerald

[US/US]; 43 Follen Road, Lexington, MA (US). HWANG, Boon [CA/US]; 22215 NE 85th Street, Redmond, WA 98053 (US). NANDIWADA, Srinivasarao [IN/US]; 15 Alfred Road, Apt. E, Milford, MA-01757 (US). PRIYADARSHAN, Eswar [US/US]; 39 Cricket Lane, West Roxbury, MA 02132 (US).

(74) Agents: SAMUEL, Richard et al.; Goodwin Procter LLP, 7 Becker Farm Road, Roseland, NJ 07068 (US).

(81) Designated States (national): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL. SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

(84) Designated States (regional): ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW),

[Continued on next page]

(54) Title: INTEGRATED INTERACTIVE MESSAGING SYSTEM AND METHOD

MESSAGING
DEVICE
116

MESSAGING
NETWORK

111

MESSAGING SERVICE
PROVIDER GATEWAY
112

204

DIALOG SERVER
106

DIALOG DESIGNER
104

DATA NETWORK
102

(57) Abstract: There is provided herein a system and method for organizations to develop, test, execute and analyze messaging programs defining a message application server comprising: (a) a dialog designer configured to provide a user interface to organization's program designers and marketers, to allow for rapid program creation, to offer the ability to select the type of a program, to select the service addresses for a program, to schedule programs for execution, to upload messaging user data into lists, to create to segments, to download program result data, to test programs, to provide reports, including real-time reports, on messaging programs; (b) a dialog server configured to execute messaging programs by means of program instructions, to manage simultaneous programs, to store messaging user results and message delivery status, to maintain state and session context across message invocations for messaging users within an messaging program; (c) a message exchange configured to route messages to and from messaging service providers, to manage service addresses, to perform message billing and connected to messaging service providers; whereby organizations can execute messaging programs with messaging users by means of said messaging service providers.

## Best Available Copy